



Customer Community & Customer Support In The Cloud

Fully Managed

Our fully managed cloud services provide our customers with a simple hassle free hosting environment for our leading customer community & customer support platforms—InstantForum & InstantKB.

We can install, configure & provide on-going monitoring, upgrades & maintenance of our software for customers within our cloud.

Our cloud services offer piece of mind and leave you free to focus on your business goals and leveraging our software to bring immediate value.

Windows Azure

We decided early to adopt & build our cloud services on top of the world class Windows Azure cloud from Microsoft.

This provides a fast, rock solid hosting environment for our customers and also ensures we can scale-up or scale-out quickly to meet the demands of our most successful customers.

In addition Windows Azure provides us with all the real-time monitoring and alerting tools necessary for us to track the health of your installation and always ensure your service is running at peak performance.



The Latest Technology

We constantly keep our hosted customers right up-to date with the very latest technologies. At the time of publishing this document all our hosted environments run the very latest software versions. This includes...

- Window Server 2012 (64bit)
- ASP.NET 4.5
- SQL Server 2012 (64bit)
- IIS 8

We also perform regular windows & 3rd party software updates to ensure all our servers are up to date with the latest security updates & performance fixes.

To ensure the best possible performance all our servers are highly optimized. We disable all unnecessary services, we enable GZIP, we automate index rebuilds and we enable application pool multi core pre-compilation to name a few optimizations.

Fully Redundant

We know your data is critical. To ensure complete piece of mind we offer both real-time geo-redundant Windows Azure storage & daily automated database back-ups for all our hosted customers.

For our business & enterprise customers alongside the automated daily on-site back-ups we also perform automated daily off-site back-ups. All off-site back-ups are encrypted using AES and stored securely within our private Dropbox business account. AES is a strong encryption standard adopted by the U.S. government.

Flexible Agile

We don't impose any long-term contracts or lock-in with our hosted services. We would prefer to keep you happy with our software and service.

Our hosting is typically billed monthly and your free to cancel anytime. You can download a back-up of your database via FTP anytime to migrate this locally or to move to another hosting / cloud provider.

If you already use our software on-remise we can work with you to migrate your existing installation of our software to our optimized cloud environment.

Secure

All our cloud services are hosted in world class data centres fully managed by Microsoft. These datacentres comply with key industry standards, such as ISO/IEC 27001:2005, for security and reliability.

In addition to datacentre, network, and personnel security practices, InstantASP incorporates security best practices at the application and platform layers to enhance security for our customers.

For our business & enterprise customers we also allow you to install your own SSL certificate in our cloud to provide secure application communications for users.

Plans & Pricing

Use the links below to visit our web site & compare in more detail the various hosting plans we offer for our products...

InstantForum

Our leading customer community platform in the cloud...

[Compare Plans & Pricing](#)

InstantKB

Our leading customer support platform in the cloud...

[Compare Plans & Pricing](#)

Free Trial

We welcome you to try our software in our fully managed cloud environment completely free for 30 days. To get started please create your completely free account using the link below...

<http://www.instantasp.co.uk/Products/Try/Hosted/>

Further Questions?

We would be delighted to assist with any questions you may have. Call us Mon-Fri 9am-9pm on +44 (0) 1565 832 827 or email anytime on sales@instantasp.co.uk.

Thank you for considering our services.

